

RFP 2000-44
Audio Bridge
Questions and Answers

Question:

Referencing Section 7: Please provide references for the Virginia Acts listed in Section 7: Mandatory Contractual Terms and Conditions, Paragraph 5 – Certifications. In most other instances in the RFP where the Virginia Code was referenced, specific code citations were provided - they would be very helpful here as well.

Answer: The provisions identified in Section 7 are taken from the Virginia Agency Procurement and Surplus Property Manual.

Question:

Referencing Section 4.1.j.3: Local messages must be recordable from a telephone handset at the bridge. The current leading technology employs .wav files and PC microphones that can be manipulated and then installed on the bridge. Does this meet the specification?

Answer: Yes provided that operators can also create outgoing messages from a dial-up connection with a telephone.

Question:

Referencing Section 4.1.1.1: Hot swappable operator and line cards. This functionality is currently not available. The system can be placed back in operation within minutes of the swap out.

Answer: Suspending bridging to change a card is not acceptable.

Question:

Referencing Section 4.1.o.1: Contractor shall provide installation including all materials and wiring for a minimum of three local hardwired operator stations. Our operator stations are PCs attached to the LAN for our bridge. We do not provide materials and wiring for this functionality due to local safety codes. We will supply all specification and project management to insure that you procure the proper items. Does this meet your specifications?

Answer: No. The best solution will be one that is turn-key from the wall out.

Question:

Referencing Section 4.1.a.2: Operator configurable conference groups must equal a maximum of total-ports/ 2 ... Our software will allow for multiple 3 party conferences so that 2 people can be present and allow others to join as needed. Does this satisfy the specification?

Answer: The requirement remains as stated to give us maximum flexibility with the bridge.

Question:

Referencing Section 4.1.d.3: Q/A, polling and voting viewable by conference operators. This functionality is performed by the operators manually polling the participants and reporting the results. Does this meet the specification?

Answer: No. This should be a function of DTMF tones and the bridge hardware/software.

Question:

Referencing Section 4.1.g.1: This section states that the "System must generate reports for system management." What types of specific reports are desired and what is meant by "system management"?

Answer: Reports would include call detail reports, system error reports, system messages, etc. System management includes information to facilitate troubleshooting system and/or line problems.

Question:

Referencing Section 5.c.4: This section states "Cost Avoidance" calculations included in billing reports for customers. Cost avoidance is all of the costs the users would have incurred by attending a physical meeting". What data should be used to calculate the costs avoided by attending the conference? Will Va. Dept. of Info. Tech. provide this data, and will it periodically change due to changing allowable vehicle reimbursements, airfares, hotel rates, hourly labor rates, etc? Clarification is required. This requirement is repeated in several other sections as well.

Answer: Data requirements for this option are included in an appendix. Clearly costs and rates change and DIT will provide updated information as needed.

Question:

Referencing Section 5.m.1: This section states, "The bidder may propose a video bridging solution." What are the port requirements (number of ports and maximum bandwidth of each port, such as 384 kbps) and what features are desired (standards such as H.320 and T.120, speed matching, continuous presence, etc.) for the video bridge? At a minimum we would require the number of ports and desired bandwidth of each port.

Answer: The priority is on meeting the audio bridge specifications, however we would be interested in a combined bridge that could accommodate up to 24 video ports at and below 384 kbps with interoperability between H.320 and H.323 devices.

Question:

Referencing section 7.26.all. This section refers to non-visual access to technology. Does this section apply to operation/administration of the audio conferencing system or to access to the system as an end user? (It is our understanding that the operation/administration of the audio conferencing system is visual in nature but access to the system as a user is readily available to the visually impaired.)

Answer: The provision is statutory. Vendors may choose to seek their own counsel.

Question:

Referencing Section 4, 4.1, a. 4: Bridge must support ring-down/hoot-and-holler/dedicated audio lines arriving without signaling. Do these lines always terminate to the same conference or different conferences?

Answer: The hoot circuits always terminate in the same conference group.

Question:

Referencing Section 4, 4.1, o. 2: Contractor shall remove the ConferTech Allegro bridge at no additional cost to the Commonwealth. When we remove this ConferTech equipment, will we need to remove it from the site or just remove it from the Racks? And how much equipment is this?

Answer: The equipment to be traded-in and removed is contained in an enclosed equipment rack plus three, PC-based operator workstations. The rack-mounted ConferTech Allegro XCS equipment cabinet is about 4.5 feet in height. Yes the equipment is to be removed from the premises by the successful vendor.